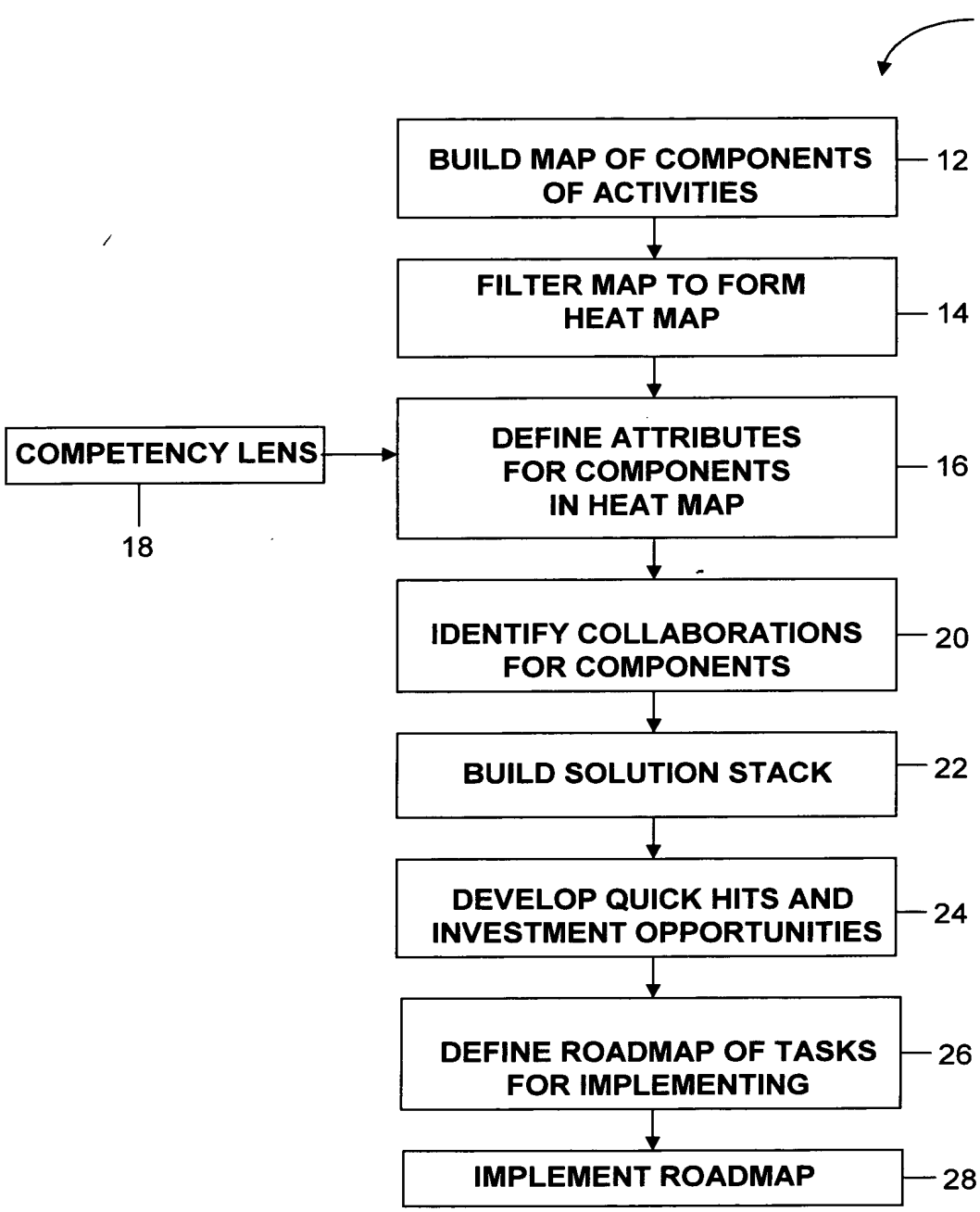

10
BUILD MAP OF COMPONENTS OF ACTIVITIES
12
FILTER MAP TO FORM HEAT MAP
14
COMPETENCY LENS
18
DEFINE ATTRIBUTES FOR COMPONENTS IN HEAT MAP
16
IDENTIFY COLLABORATIONS FOR COMPONENTS
20
BUILD SOLUTION STACK
22
DEVELOP QUICK HITS AND INVESTMENT OPPORTUNITIES
24
DEFINE ROADMAP OF TASKS FOR IMPLEMENTING
26
IMPLEMENT ROADMAP
28

FIG. 1

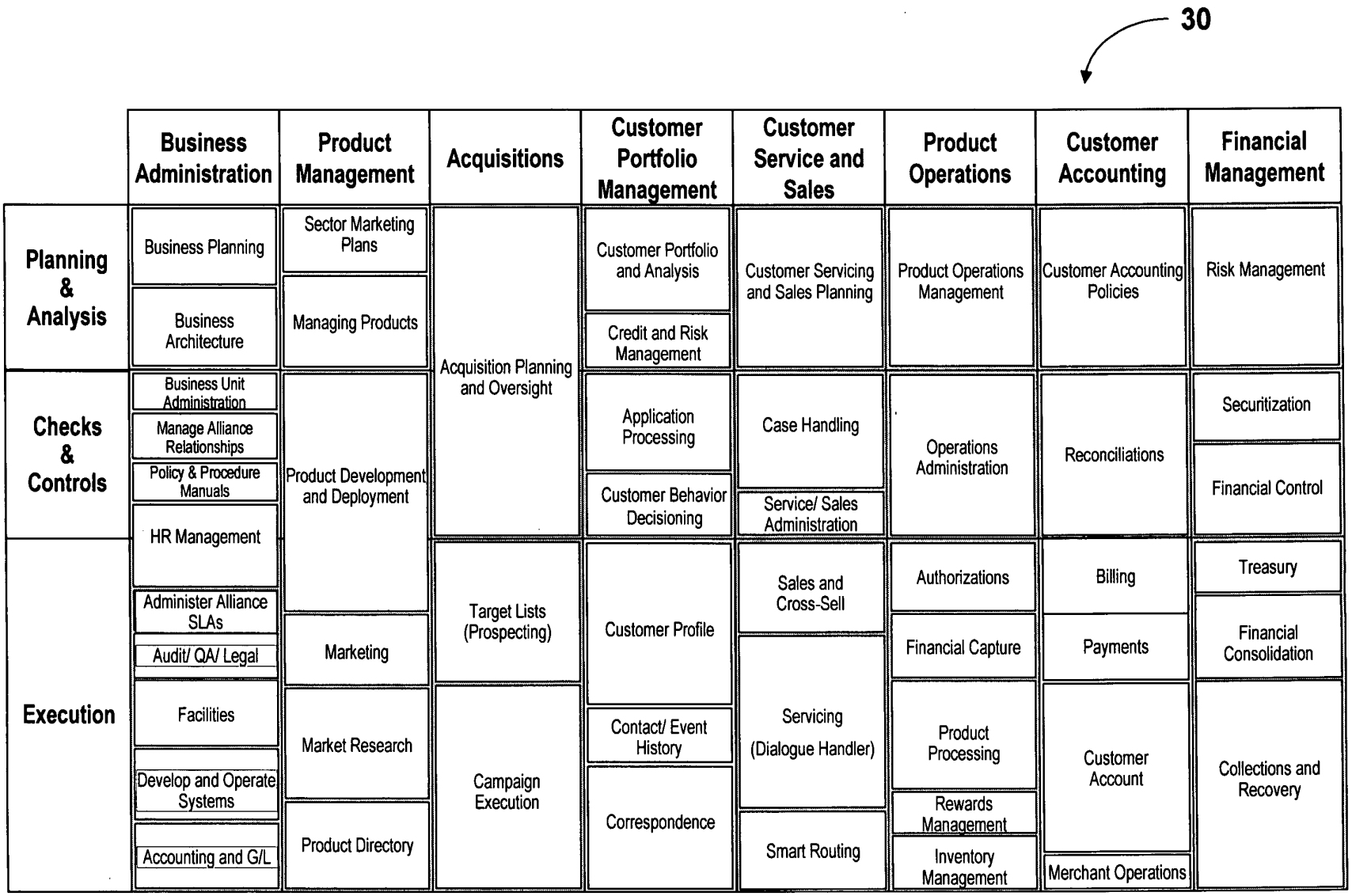

30
Business Administration
Product Management
Acquisitions
Customer Portfolio Management
Customer Service and Sales
Product Operations
Customer Accounting
Financial Management
Planning & Analysis
Checks & Controls
Execution
Business Planning
Business Architecture
Business Unit Administration
Manage Alliance Relationships
Policy & Procedure Manuals
HR Management
Administer Alliance SLAs
Audit/ QA/ Legal
Facilities
Develop and Operate Systems
Accounting and G/L
Sector Marketing Plans
Managing Products
Product Development and Deployment
Marketing
Market Research
Product Directory
Acquisition Planning and Oversight
Target Lists (Prospecting)
Campaign Execution
Customer Portfolio and Analysis
Credit and Risk Management
Application Processing
Customer Behavior Decisioning
Customer Profile
Contact/ Event History
Correspondence
Customer Servicing and Sales Planning
Case Handling
Service/ Sales Administration
Sales and Cross-Sell
Servicing (Dialogue Handler)
Smart Routing
Product Operations Management
Operations Administration
Authorizations
Financial Capture
Product Processing
Rewards Management
Inventory Management
Customer Accounting Policies
Reconciliations
Billing
Payments
Customer Account
Merchant Operations
Risk Management
Securitization
Financial Control
Treasury
Financial Consolidation
Collections and Recovery

FIG. 2

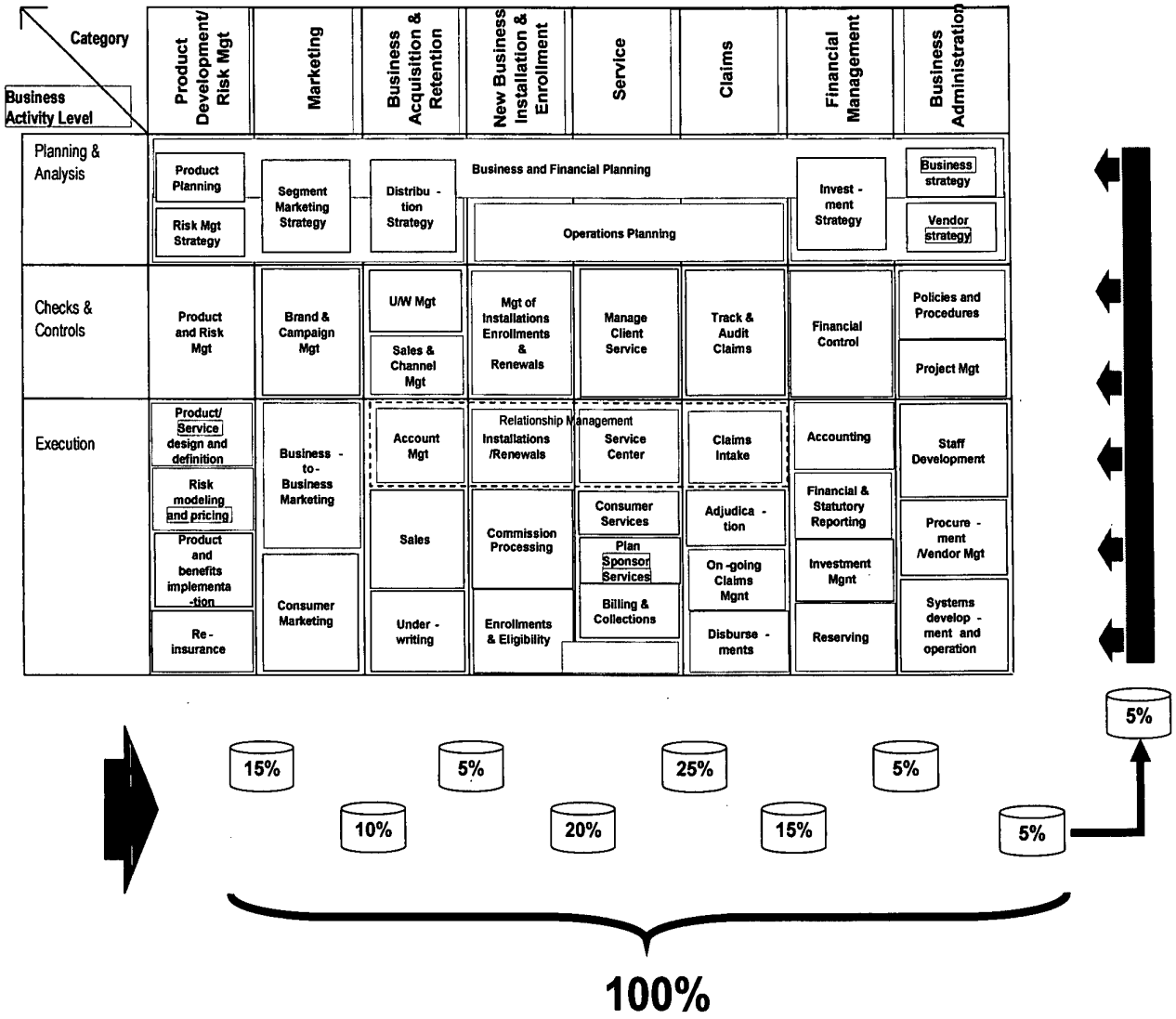
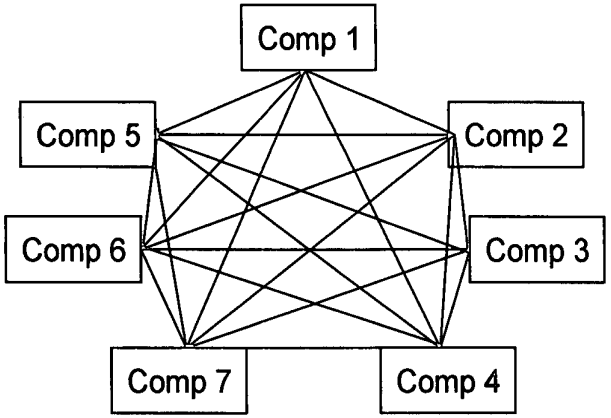
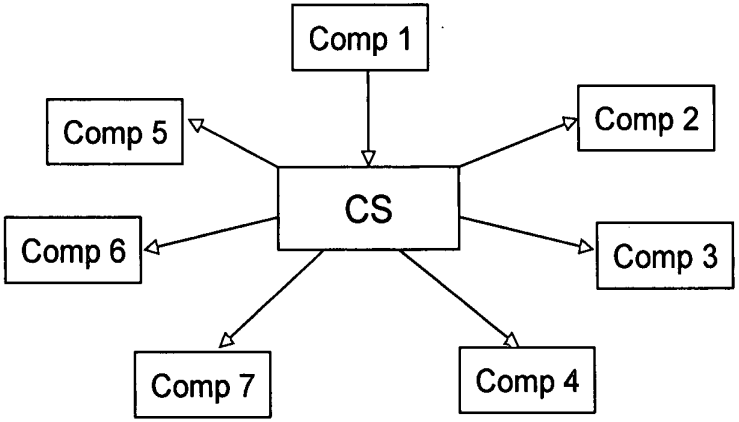

Category
Business Activity Level
Product Development/ Risk Mgt
Marketing
Business Acquisition & Retention
New Business Installation & Enrollment
Service
Claims
Financial Management
Business Administration
Planning & Analysis
Checks & Controls
Execution
Product Planning
Risk Mgt Strategy
Segment Marketing Strategy
Distribu - tion Strategy
Business and Financial Planning
Operations Planning
Invest - ment Strategy
Business strategy
Vendor strategy
Product and Risk Mgt
Brand & Campaign Mgt
U/W Mgt
Sales & Channel Mgt
Mgt of Installations Enrollments & Renewals
Manage Client Service
Track & Audit Claims
Financial Control
Policies and Procedures
Project Mgt
Product/ Service design and definition
Risk modeling and pricing
Product and benefits implementa -tion
Re - insurance
Business - to- Business Marketing
Consumer Marketing
Account Mgt
Sales
Under - writing
Relationship Management
Installations /Renewals
Commission Processing
Enrollments & Eligibility
Service Center
Consumer Services
Plan Sponsor Services
Billing & Collections
Claims Intake
Adjudica - tion
On -going Claims Mgnt
Disburse - ments
Accounting
Financial & Statutory Reporting
Investment Mgnt
Reserving
Staff Development
Procure - ment /Vendor Mgt
Systems develop - ment and operation
15%
10%
5%
20%
25%
15%
5%
5%
5%
100%

FIG. 3

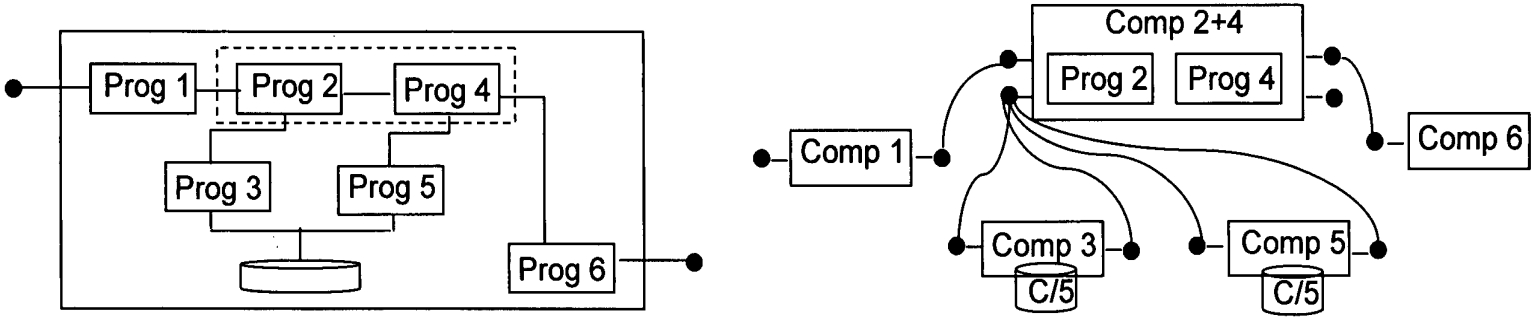


1 Update= (n-1)*(n-2)*fn(error)



1 Update= 1 + (n-1)

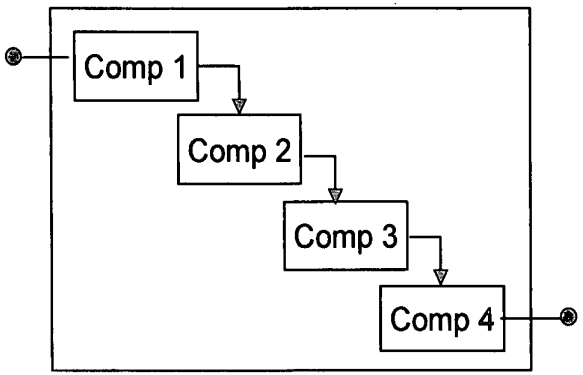
FIG. 4



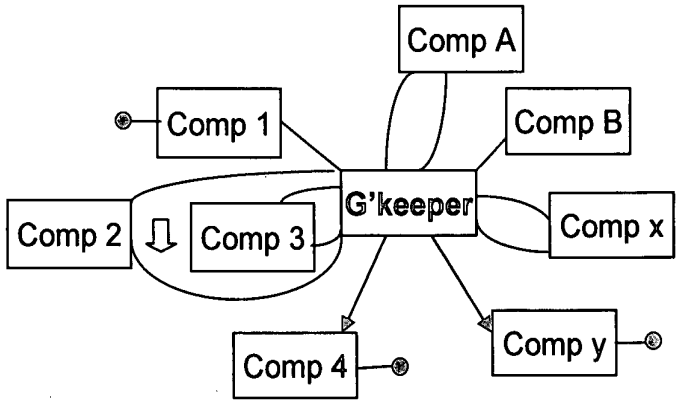
1 end to end transaction

5 decoupled capabilities
(2 consolidation servers shown)

FIG. 5



1 Business Event = 1 Business Process



1 Business Event = 3 Processes

FIG. 6